



PATENT  
BRENDA 10

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Brenda POMERANCE

Filed: March 26, 2001

Art Unit: 3629

Examiner: Janice A. MOONEYHAM

Serial No.: 09/817,072

Confirmation: 9825

Title: AUTOMATED COMPLAINT MANAGEMENT SYSTEM

**RESPONSE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action mailed July 27, 2005, the time for response having been extended by one month to Sunday, November 27, 2005, and thus to Monday, November 28, 2005, applicant submits the following remarks.

**REMARKS**

Claims 43-63 are pending in this application.

In paragraph 2 of the Office Action, claim 58 was objected to as being dependent upon itself. The Examiner is invited to correct this problem by changing "58" to "56".

Withdrawal of the objection is requested.

In paragraph 3 of the Office Action, claims 43-63 were rejected under 35 USC 112, second paragraph, as being indefinite due to issues with claims 43, 51 and 56. These claims are quite definite as is. The claims are set forth below, with bold indenting to further evidence their definiteness in the noted areas:

43. A method of processing a complaint, comprising:  
at a computer, receiving from a complainer,  
**problem circumstances relating to a prior transaction with a target party**  
**and**  
**a remedy desired from the target party,**  
automatically comparing, at the computer, the problem circumstances with stored  
business rules previously created by the target party to determine if the desired remedy is